

Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Quality Division - Product Quality and Service Support

****IMPORTANT NOTICE****

2010-2014 Prius and 2012-2014 Prius V: Safety Recalls E0E and F0R

Some news outlets may release reports in the coming days about class-action lawsuits and specific concerns related to the effectiveness of the remedy for Safety Recalls E0E and F0R; involving the Prius and Prius V. These reports may claim that the remedy for these programs does not adequately address the safety risks identified.

Toyota believes these Safety Recall remedy actions and related Warranty Enhancement Programs (ZE3 and ZF5) are the appropriate measures for customer safety and satisfaction.

If you are contacted by a Prius or Prius V driver concerned about these reports, please follow the guidance below:

- Confirm if the specific vehicle has ANY open Safety Recalls. If yes, advise that the vehicle should be brought to the dealership for service and completion of the applicable remedy
- Ask if any vehicle Warning Lamps are currently displayed, and if Yes, verify the vehicle is included in Safety Recall E0E or F0R [whether completed in the past or not] and arrange appointment and vehicle pickup for inspection/repair.
- Explain that the Safety Recall remedy addresses the safety defect. It is designed to ensure that the vehicle will enter a fail-safe driving mode in the unlikely event of an intelligent power module failure. The attached Customer FAQs should also be used as a reference.
- The distance a vehicle will continue to travel in fail-safe driving mode will vary based upon the hybrid battery state of charge and road conditions.
- If a vehicle enters fail-safe driving mode, the driver should pull-over and stop the car in a safe area. The driver should immediately contact his/her local Toyota dealer for assistance.

There are no changes to Safety Recall E0E and F0R or the supplementary Warranty Enhancement Programs ZE3 and ZF5. Please continue to follow the associated documentation found on the Technical Information System (TIS) for applicable vehicles.

Please ask your technicians to contact Technical Assistance for any questions on the Technical Instructions or Technical Service Bulletins related to these programs. Your District Service and Parts Manager or Field Technical Specialist can also assist with questions on these programs.

Refer to the Dealer Letters on TIS for additional information.

Safety Recall E0E Dealer Package

<https://one.tis.toyota.com/t3Portal/siviewer/pub/T-CP-E0E-A110-D>

Safety Recall F0R Dealer Package

<https://one.tis.toyota.com/t3Portal/siviewer/pub/T-CP-F0R-A110-D>

Warranty Enhancement Program ZE3 Dealer Package

<https://one.tis.toyota.com/t3Portal/siviewer/pub/T-CP-ZE3-A110-D>

Warranty Enhancement Program ZF5 Dealer Package

<https://one.tis.toyota.com/t3Portal/siviewer/pub/T-CP-ZF5-A110-D>

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.